



# HOME SUPPORTERS

2026/27 GUIDE







## WELCOME TO THE TOUGHSHEET COMMUNITY STADIUM

The Toughsheet Community Stadium has been the home ground of Bolton Wanderers Football Club since 1997. This guide will cover all the information that you need to get the best out of your matchday including parking, ticket collection, catering and more.

If you have any specific queries, please do get in touch either by calling **01204 673 673** or emailing **reception@bwfc.co.uk**.

For any accessibility requirements, please contact Daniel Scott, Disability Liaison Officer by calling **01204 328 888** or by emailing **customerservices@bwfc.co.uk**.

We look forward to welcoming you and hope that this pack will help ensure you have a positive matchday experience.





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# HOW TO BUY A TICKET/ HOSPITALITY PACKAGE

## ONLINE

- Tickets can be purchased online via our E-ticketing website 24 hours a day, seven days a week. There is a £1 booking fee per person on all online ticket transactions.
- Please visit [www.eticketing.co.uk/bwfc](http://www.eticketing.co.uk/bwfc) . You can log in by clicking on the head and shoulders icon in the top right-hand corner. If you do not have a membership with us, you will need to create a membership before purchasing tickets online.
- It is free to create a membership and can be done by clicking on 'Memberships' in the top menu bar. It can take up to 24 hours for a membership to go live on the system. Please note that it is a rule of one ticket per member and so each person in your party needs to have a membership to be assigned a ticket. For more information please visit the 'Season Tickets & Memberships' section of this guide.
- Tickets will be sent as a scannable QR code to your email address.

## PHONE

- Tickets can be purchased over the phone 9:00 — 17:30 Mon-Fri, 9:00-13:00 on a non-match Saturday and two hours before kick-off on match days.
- Please call us on **01204 328 888** with your membership number ready to buy a ticket. All tickets purchased over the phone are subject to a £1 booking fee per person.
- Tickets can either be collected from the BWFC Ticket Office during opening hours, posted to your home address with a £1.50 postage cost or emailed to your email address.

## IN PERSON

Tickets can be purchased from the BWFC Ticket Office between 9:00 — 17:30 Mon-Fri, 9:00-13:00 on a non-match Saturday and up until kick-off on match days.

## HOSPITALITY

To purchase a hospitality package please either click on the 'Club Bolton Hospitality' section on the E-ticketing website. Call our hospitality team on **01204 673 761** or email [clubbolton@bwfc.co.uk](mailto:clubbolton@bwfc.co.uk).



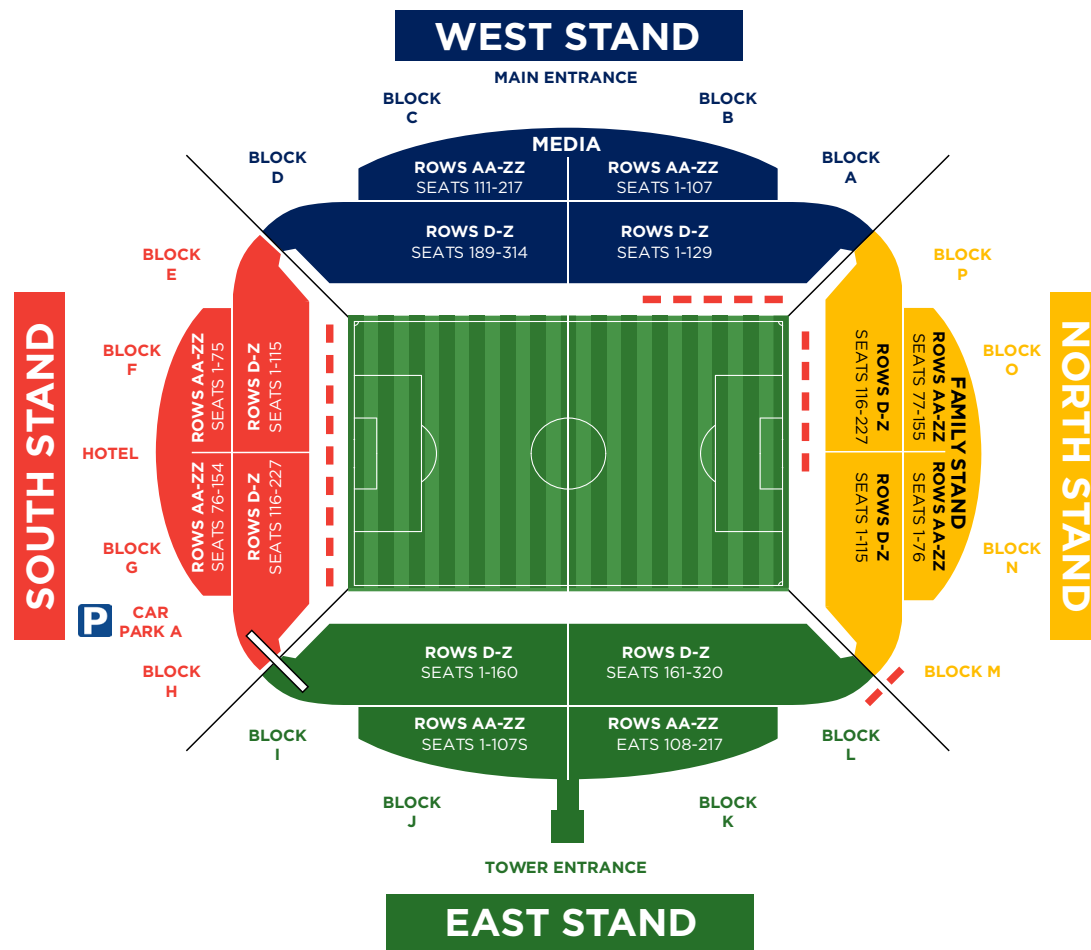
[CLICK HERE FOR VIRTUAL VENUE  
INSTRUCTION VIDEO](#)



# WHICH STAND SHOULD I CHOOSE?

**Bolton Kia (West) Stand Upper** This stand has the highest priced tickets as it is above the player tunnel/ dugout area and affords a bird's eye view across the pitch. It is generally considered a calmer area of the stadium but still with plenty of atmosphere. If it is your first time visiting the stadium, we would suggest sitting in the West Upper or West Lower.

**Bolton Kia (West) Stand Lower** This section offers mid-price tickets and is generally a little more sedate than the East Lower but still provides a fantastic atmosphere. If it is your first time visiting the stadium, we would suggest sitting in the West Upper or West Lower. The front row offers easily accessible seats reserved for those with ambulant disabilities. There are pitch side wheelchair bays situated in the North-West corner.



**Carrs Pasties (North) Stand Upper** This stand is our family stand and is generally regarded as one of the more reserved areas of the stadium. The North Stand offers the cheapest tickets in the stadium. Supporters can also purchase Family Tickets in this stand.

**Carrs Pasties (North) Stand Lower** This area offers the cheapest tickets in the stadium and is a quieter area of the ground. The front row offers easily accessible seats reserved for those with ambulant disabilities. There are pitch side wheelchair bays situated in the North-West corner.

## TOP TIPS

Although on stormier days it may not be possible to avoid the rain entirely, those sitting on row S and backwards in Lower Tiers are more likely to stay dry. The South Stand is mainly reserved for away fans.

On busier matchdays the South-East corner of the stand may be opened for home supporters.

If you would like to watch the match in style in one of our Executive Boxes, please call **01204 673 761** or email **clubbolton@bwfc.co.uk**.

If you are interested in making a group booking, please email **tickets@bwfc.co.uk** and depending on the match and the quantity, we might be able to provide a group discount.

**Eventura Lofthouse (East) Stand Upper** This stand has the highest priced tickets as it is opposite the player tunnel/ dugout area and affords a bird's eye view across the pitch. It is an area with plenty of atmosphere and may be a little loud, especially in the South-East corner.

**Eventura Lofthouse (East) Lower** This section offers mid-price tickets and is generally considered one of the livelier areas of the stadium. The South-East corner may not be suitable for everyone as it is an area that can get a little noisier and there can be some inappropriate language from some supporters.





# MATCHDAY TRAVEL



## Road Travel

If travelling down the M6, follow signs for the M61 and leave at Junction 30. Once on the M61, follow signs for Manchester/Bolton and leave at Junction 6 (the stadium should be visible on the left). Take the first exit off the roundabout onto the A6027, the De Havilland Way. At the next roundabout, take a left turn onto Burnden Way.



## From the South

If travelling up the M6, follow signs for the M62 and leave at Junction 21a, following signs for Manchester. Join the M60 at Junction 12 and proceed to follow signs for the M61 towards Preston. Do NOT take the A666 towards Bolton. Turn off the M61 at Junction 6 and take the third exit off the roundabout onto the A6027, the De Havilland Way. At the next roundabout, take a left turn onto Burnden Way.



## From the West and the East

If travelling from the West or the East, join the M62 and then the M62 to join the M60 at junction 12 if travelling from the West and junction 18 if travelling from the East. Once on the M60, leave at junction 15 to join the M61 heading towards Preston. Turn off the M61 at junction 6 and take the third exit off the roundabout onto A6027, De Havilland Way.



## Public Transport

For train travel, Horwich Parkway station is less than a five-minute walk from the stadium, with services to / from Blackpool and Preston in the north, and Manchester and Bolton in the south. Please visit National Rail to book your rail travel in advance and for real-time journey updates on matchday.



# CAR PARKING

## Where To Park

Away supporters parking is on Car Park A, which is signposted, but if you have any issues on the day of the fixture, there will be parking attendants who will be happy to provide further direction.

## Prices & Pre-Booking

Parking spaces are not pre-bookable, spaces are sold on matchday on a first come, first served basis.

Prices on Car Park A are £8 per vehicle.

## How To Pay For Parking

Parking on all car parks at the Toughsheet Community Stadium is cashless.

ANPR cameras are installed across all stadium car parks which work in tandem with Parking Eye's secure portal. The club primarily encourages supporters and other visitors to utilise **[www.parkgood2go.com](http://www.parkgood2go.com)** for match day payments. This portal allows users to register their number plate and payment details and once registered, the ANPR cameras will recognise the number plate as the vehicle enters the stadium car park and payment will automatically be taken. For any other parking queries please contact [carparks@bwfc.co.uk](mailto:carparks@bwfc.co.uk).



### PayByPhone app

Payment can also be made via the PayByPhone app, which is available to download for free on mobile phones. The app is easy to use, and payment can be made at any time up until midnight on the day of parking.



### Pay via car park kiosk

In addition to the previous options, supporters can also simply make a contactless card payment via one of the payment kiosks that will be in place in all car parks. Payment must be made on departure. For any other parking queries please contact **[carparks@bwfc.co.uk](mailto:carparks@bwfc.co.uk)**.



# HOSPITALITY

Home fans are welcome in our hospitality areas. We provide a range of options to suit every taste; whether that be the relaxed, sports bar feel of the Lion of Vienna Suite or the exclusivity of an Executive Box. Please either email [clubbolton@bwfc.co.uk](mailto:clubbolton@bwfc.co.uk) or call **01204 673 761** for more information on booking a hospitality package.



|                  | Lion of Vienna Suite                                                                                                             | Club McGinlay's                                                                  | 1877 Suite                                                                       | Executive Box (buffet)                   | Executive Box (plated meal)              | Vice-President's Suite                                                         |
|------------------|----------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------|----------------------------------------------------------------------------------|------------------------------------------|------------------------------------------|--------------------------------------------------------------------------------|
| <b>Food</b>      | Pay on the day<br>- street food                                                                                                  | Three course meal                                                                | Four course meal                                                                 | Three course<br>informal hot buffet      | Three course<br>plated meal              | Four course buffet meal —<br>same cuisine as served in the<br>Chairman's Suite |
| <b>Beverages</b> | Happy hour<br>20% off all drinks<br>post-match for an hour                                                                       | Table service                                                                    | Table service                                                                    | Table service                            | Table service                            | Complimentary bar                                                              |
| <b>Seating</b>   | Padded seating on upper<br>tier on half way line                                                                                 | Padded balcony seating                                                           | Padded seating behind<br>the dugout                                              | Padded seats outside box                 | Padded seats outside box                 | Director's Box seating                                                         |
| <b>Half Time</b> | Tea, Coffee & Treat                                                                                                              | Tea, Coffee & Treat                                                              | Tea, Coffee, Treat &<br>cheese and Biscuits                                      | Tea, Coffee & Treat                      | Tea, Coffee & Treat                      | Tea, Coffee, Treat &<br>cheese and Biscuits                                    |
| <b>Full Time</b> | Post-match entertainmt                                                                                                           | Tea & Coffee                                                                     | Tea & Coffee                                                                     | Tea & Coffee                             | Tea & Coffee                             | Tea & Coffee                                                                   |
| <b>Extras</b>    | Lounge host<br>Matchday competitions<br>Matchday programme<br>Matchday teamsheet                                                 | Lounge host<br>Matchday competitions<br>Matchday programme<br>Matchday teamsheet | Lounge host<br>Matchday competitions<br>Matchday programme<br>Matchday teamsheet | Matchday programme<br>Matchday teamsheet | Matchday programme<br>Matchday teamsheet | Matchday programme<br>Matchday teamsheet                                       |
| <b>Parking</b>   | Match day parking is £8.00 per<br>game. Payable via the PayByPhone<br>App or on one of the car park<br>terminals before leaving. | Parking included                                                                 | Parking included                                                                 | Parking included                         | Parking included                         | Parking included                                                               |



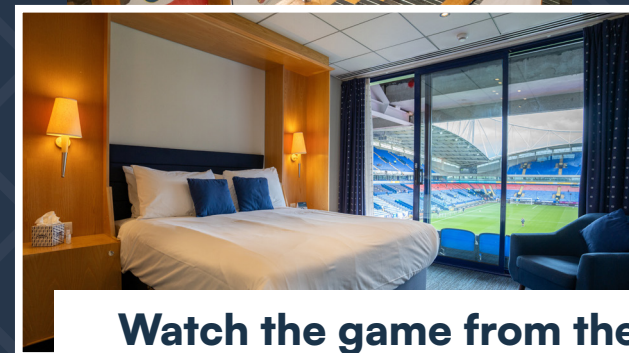
# BOLTON STADIUM HOTEL

Located in the Franking Sense South Stand, Bolton Stadium Hotel is ideally positioned for those wishing to stay overnight before or after a match. The hotel has 125 modern and spacious rooms from standard to penthouse suites. Accessible rooms are also available. If you are looking for something special, the hotel boasts 19 Pitchview rooms with amazing views over the Toughsheet Community Stadium.

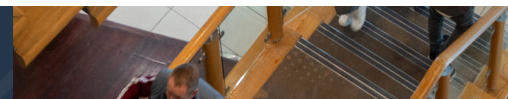
Take advantage of the facilities at Bolton Stadium Hotel on a matchday, whether its staying in their unique pitch views rooms and watching the game from your balcony or enjoying the food & drink offering in the Hotel Bar, they have something for everyone.

On Level 1 of the Hotel, you will find a large bar with a range of beer, wine, spirit & soft drink options, alongside 2 further express bars & delicious food prepared in house — for all home fans to enjoy! Watch live sports on one of their 70" TV screens with TNT & Sky Sports. For 12.30pm & 3pm kick offs, enjoy post-match live music from a range of local acts.

For entry, just show your season ticket or match ticket on the door.



**Watch the game from the  
comfort of your own room!**



If you would like more information or to book this ultimate football fans viewing experience, please contact the hotel by phone on **01204 673 610** or via email **[reception@boltonstadiumhotel.co.uk](mailto:reception@boltonstadiumhotel.co.uk)**.





# SEASON TICKETS & MEMBERSHIPS

## OFFICIAL CLUB MEMBERSHIP

Free of charge and with a simple sign-up process, club membership helps Wanderers identify and communicate better with the fanbase and, in turn, maximise safety in the stadium on a match day. All supporters who purchase tickets on a match-by-match basis will need to register as an official member in line with BWFC's ticketing sales policy. Official membership is free of charge and does not need to be renewed.

If you purchase match tickets on behalf of family and friends, each person in your group will need to become an official member and have an online account registered to their name. Via a 'network' in your account, you can then add each member of your group and assign an official membership to each one at the checkout stage of the registration process.

## HOW DO I BECOME AN OFFICIAL CLUB MEMBER?

You can become a BWFC official club member by following the below steps:

- Please visit [www.eticketing.co.uk/bwfc](http://www.eticketing.co.uk/bwfc)
- Click on the head and shoulder's icon in the top right corner and then click 'Register'
- Once you have registered your details and are logged in, please click 'Memberships' on the menu bar at the top of the page.
- Add the Membership to your basket.
- Click 'Proceed to Checkout'

Please note that after becoming an Official Member, there is a 24hr wait before the account activates and supporters can purchase their tickets online. If you would like to buy tickets immediately after registering as a member, please call **01204 328 888** or visit the ticket office in person. The Ticket Office and Ticket Office phone lines are open Monday to Friday, 9.00am - 5.30pm, Saturday match days from 9.00am to kick-off and Saturday non-match day from 9.00am to 1.00pm.

## SEASON TICKETS

Season Tickets allow Wanderer's fans to purchase their own seat at the stadium for the entirety of a season. For more information, please email [tickets@bwfc.co.uk](mailto:tickets@bwfc.co.uk).

**Season Tickets also come with the following added benefits:**

- 10% off in the Club Store both online and in store.
- 10% off room bookings at Bolton Stadium Hotel.
- Ticket priority to all first team away days (subject to availability).
- Ticket priority to all first team cup games (subject to availability).



# DISABLED SUPPORTER INFORMATION

Bolton Wanderers have an excellent reputation for ensuring all supporters enjoy their visit to the Toughsheet Community Stadium. We know that disabilities are wide-ranging and not always visible, and our aim is to deliver access and inclusion for all to ensure that everybody has the very best possible match day experience. Our dedication to removing barriers to ensure accessibility to services and facilities has changed the focus to enable supporters to come to matches independently wherever possible.



## PARKING

Parking on all car parks at the Toughsheet Community Stadium is cashless. The ANPR (Automatic Number Plate Recognition) technology is managed by Parking Eye.

For full parking details please visit Parking | Bolton Wanderers FC or email [carparks@bwfc.co.uk](mailto:carparks@bwfc.co.uk).

Electrical Vehicle charging points are also available.

## TICKETS

Ticket prices are the same for all supporters however should you require the assistance of a carer when you visit us, please let us know at the point of booking your ticket as carer's tickets are provided free of charge. Please note that those who act as carers must purchase a ticket when attending a match alone as the carers' ticket will not be valid.

It will be helpful if you or your representative tell us of any specific needs you have at the time of purchasing a ticket for home and away matches. This is to ensure you are as comfortable as possible and located appropriately.

Carer's tickets must be purchased over the phone on **01204 328 888** or over the counter in the BWFC Ticket Office. There is a dropped window for accessibility, should that be required, in the Ticket Office. A mini-com and a loop system are also situated within the Ticket Office.

Elevated seating for wheelchair users is available on raised platforms in front of both the Carrs Pasties (North) Stand Lower Tier and Bolton Kia (West) Stand Lower Tier.

Bolton Wanderers also offer the opportunity to watch the matches behind glass, out of the elements, in our UK Healthcare Suite, situated on Level 2 of the stadium, in between the North and East stand.

While Bolton Wanderers pride themselves on having a large number of disability spaces available, it is always advised to purchase as early as possible in the weeks leading up to the game of your choice to avoid disappointment.

Ambulant disabled supporters who have difficulty walking or climbing stairs are advised to sit in the front two rows of the Carrs Pasties (North) Stand Lower Tier and Bolton Kia (West) Stand Lower Tier. Pitch level entry is available for all our stands.





# DISABLED SUPPORTER INFORMATION

## COMMENTARY SERVICE

We provide an audio-descriptive commentary service for visually impaired supporters. Headsets are to be booked on a first come first served basis. These must be ordered in advance of the game by emailing [tickets@bwfc.co.uk](mailto:tickets@bwfc.co.uk). On matchday, headsets will need to be collected and returned via the Ticket Office.

## SENSORY PACKS AND EAR DEFENDERS

Both Sensory Packs and Ear Defenders can be hired from the Ticket Office. Please emailed [tickets@bwfc.co.uk](mailto:tickets@bwfc.co.uk) or call **01204 328 888** for more information.

## CHANGING PLACES

A state-of-the-art Changing Places facility is onsite which provides accommodation for those who cannot use a standard accessible toilet and may need assistance to be changed. The facility includes a changing bench and hoist, shower facilities, sink and a toilet. The facility is in the south-east corner of the stadium opposite the club shop and will be open throughout matchday. Please ask your nearest available steward (usually located at the entrance to the stand) for directions and access.

## ACCESSIBLE TOILETS

Available in all areas of the stadium where accessible seating is provided. They contain the following facilities:

- Grab rails by the toilet and sink
- Emergency assistance alarms
- Full-length mirror
- Mounted flushing lever
- Sanitary bins

## ASSISTANCE DOGS

Seating bays are available for assistance dogs and their owners at pitch level around the ground. Please the ticket office on **01204 328 888** or by emailed [tickets@bwfc.co.uk](mailto:tickets@bwfc.co.uk) to discuss the best possible seating arrangements.

## CONTACT

For any more information please contact our Disability Liaison Officer Daniel Scott on **01204 328 888** or emailing [tickets@bwfc.co.uk](mailto:tickets@bwfc.co.uk).







# IMPORTANT INFORMATION

## Prohibited items

Bolton Wanderers would like to remind visitors to the stadium that under no circumstances are flares, smoke bombs or pyrotechnics tolerated inside the Toughsheet Community Stadium. Anyone found in possession of, or identified in setting off such devices will face a club ban and will have their details passed onto the police. For a full list of prohibited items, please visit our website [www.bwfc.co.uk](http://www.bwfc.co.uk).

## Smoking

Toughsheet Community Stadium and Bolton Stadium Hotel are smoke free venues. This includes the use of electronic cigarettes. Therefore, we would like to remind all supporters, guests and visitors that they are not permitted to smoke within any area of the stadium including the stadium bowl and its adjoining facilities.

## Cash Free Stadium

The Toughsheet Community Stadium is a cashless stadium accepting only contactless and card as means of payment. The closest cashpoints are located outside Asda on Middlebrook Retail Park or outside Tesco, located opposite the stadium. The Retail Park can be accessed via the steps next to the Club Shop.

## Re-Admittance

You will not be allowed to re-enter the ground if you leave the stadium before the end of the fixture.

## Away Supporters in Home Areas

If any visiting supporters are found in the home areas of the stadium they will be ejected from the stadium by security.

## Bag Policy

We strongly recommend that no bags bigger than A4 size are brought to the Stadium. Any bags bigger than A4 size will be subject to full bag checks. Please note that there are no storage facilities at the Toughsheet Community Stadium for large bags, pushchairs or luggage.

## After The Final Whistle

We ask you to please dispose of your rubbish in the bins provided and be mindful of minimising noise and disruption when leaving the stadium.

## Ground Regulations and Ticket Ts & Cs

Entry to the Toughsheet Community Stadium is expressly subject to acceptance by the visitor of the Ground Regulations and the rules and regulations of FIFA, UEFA, the Football Association and the EFL in respect of the relevant competition. Entry to the stadium shall constitute acceptance of the Ground Regulations.

Please note, the club reserves the right to eject from the stadium any person who does not comply with the terms and conditions of entry and the Ground Regulations. These can be found in part on the back of your ticket and in full by visiting [www.bwfc.co.uk/club/policies-reports/ground-regulations](http://www.bwfc.co.uk/club/policies-reports/ground-regulations)



# IMPORTANT INFORMATION

## Keeping Each Other Safe

Football is for everyone and that is why it is of the utmost importance to Bolton Wanderers that all visitors inside our stadium feel safe, comfortable and welcome. We therefore have a zero-tolerance policy on incidents of discrimination towards any of the protected characteristics outlined within the Equality Act 2010 or any other anti-social behaviour.

If you witness or experience any behaviours of hate or division, please report it to your closest match day steward. The One Wanderers Family campaign allows supporters or visitors to share information or report incidents of disorder in and around the stadium. This is done via a dedicated TEXT number. We encourage fans to **'See it. Report It. Stop It.'** If you would like to utilise this service, please TEXT or WhatsApp **07542 850 902**.

For any more information please visit [www.bwfc.co.uk/club/one-wanderers-family-safeguarding](http://www.bwfc.co.uk/club/one-wanderers-family-safeguarding). Our ED&I statement can be found on the back of your match ticket.

## First Aid

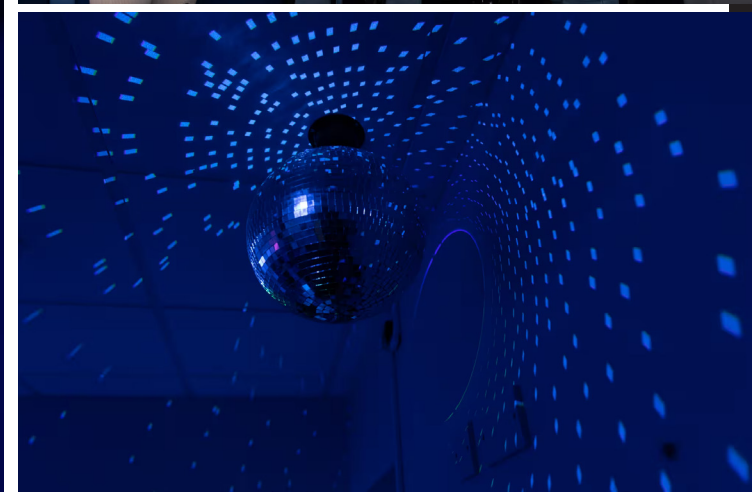
Our medical room can be found in Block I in our Eventura East Stand. Match day stewards are first aid trained and senior stewards are defibrillator trained. If you are unwell and need medical assistance, please inform the closest steward.

## Complaints Policy

Bolton Wanderers are committed to delivering the highest standard of customer service to all its visitors; however, we do accept that occasionally issues can naturally arise. We aim to respond to any complaint correspondence received within seven working days. If you would like to raise an issue, please email [customerservices@bwfc.co.uk](mailto:customerservices@bwfc.co.uk) and we will reply as quickly as is possible within that timeframe.

## Sensory Room

The Sensory Room is available to supporters on matchdays. All supporters are welcome. To arrange access or for any accessibility query, contact Daniel Scott, Disability Liaison Officer: [dscott@bwfc.co.uk](mailto:dscott@bwfc.co.uk) / 01204 328 888.





# ENTERING THE STADIUM



## TURNSTILE ENTRY

Turnstiles will open an hour and a half before kick-off. We operate ticket QR code scanners so please ensure that you have your ticket ready and in good condition to avoid queues building up at the turnstiles. If you are using an e-ticket, please ensure that your phone brightness is turned up to full and you have your ticket on your screen in readiness for it to be scanned.

There is a map of the stadium on the back of the ticket and the front of your ticket shows your stand, row and seat number and the entrance that you need to use.

Please ensure that you take care of your match ticket as we will not accept liability for refused access due to damaged tickets. Any supporter attempting to enter the stadium using a ticket that has already been scanned in or that has been cancelled will not be allowed entry.

Supporters under 14 must be accompanied by an adult (over 18).

## REFRESHMENTS

A varied selection of beers, cider and wine are also available to purchase on the concourses. Supporters must be 18 years of age as a minimum to purchase and consume alcohol.

Photo ID may be requested to determine proof of age. Anyone found consuming alcohol in view of the pitch will be ejected and may face criminal prosecution.

**Again, please note the stadium is a cashless venue.** Wanderers' Fan Zone, sponsored by Leasing Options, is situated outside the West Stand near the Nat Lofthouse Statue.





SPONSORED BY

It is a place for Wanderers' supporters to get together both pre and post-match in a friendly, relaxed environment to grab a bite of locally-sourced food and to enjoy a drink. With a capacity of 1,000, the outdoor space is open three hours prior to kick off (from 12pm — 3pm) and one hour after the final whistle on Saturdays (5pm — 6pm).

For mid-week games, the Fan Zone is open from 5.30pm and close at 7.45pm (kick-off time). The Fan Zone hosts a bar, named in memory of Wanderers' legendary commentator Dave Higson, whose immortal strapline "What a Ding-Dong—Do!" has gone down in the Whites' history books.

In addition, fans can enjoy a variety of delicious local food options including Nam Ploy Thai Street Food, Fratelli's Pizza, Spice Valley and Big Sam's Grill.

Live football is shown on a giant screen, plus live entertainment is provided by local artists and Bolton FM.

# SAMPLE MENUS

Smash Burger - £6.00  
 Cheese Smash Burger - £7.00  
 Fries - £3.00  
 Hot Dog - £6.00  
 Chicken Nuggets With Fries &  
 Soft Drink - £6.00  
 Hot Dog With Fries & Soft  
 Drink — £6.00  
 Chicken Gyro - £7.00  
 Pork Gyro - £7.00  
 Lamb Gyro - £7.00  
 Halloumi Gyro (V)- £7.00

Chicken Satay - £5.00  
 Chicken Samosa - £4.00  
 Vegetable Samosa (V) - £4.00  
 Nam Ploy Fries - £5.00  
 Salt 'n' Pepper Fries - £4.50  
 Fries - £3.00  
 Prawn Crackers - £4.00  
 Spare Ribs - £6.00  
 Chicken Wings - £6.00  
 Chicken Balls - £6.00

Americano - £3.20  
 White Coffee - £3.50  
 Cappuccino - £3.50  
 Latte - £3.50  
 Flat White - £3.50  
 Espresso - £2.70  
 Oat Milk/Syrups - £0.50  
 Homemade Hot Chocolate - £3.80

If you do have any questions about allergens or specific dietary requirements, please email [reception@bwfc.co.uk](mailto:reception@bwfc.co.uk).





# RETAIL

**OUR STADIUM CLUB SHOP IS LOCATED OPPOSITE THE EVENTURA LOFTHOUSE (EAST) STAND, NEXT TO THE TICKET OFFICE.**

Here you can shop all-things Bolton Wanderers including replica kits, leisurewear and a wide variety of souvenirs for all the family, from football accessories to soft toys and stationery!

Season Ticket holders are entitled to a 10% discount on full price goods excluding programmes, books and items part of a promotion.

For Saturday home fixtures, the store is open from 9am until approximately 30 minutes after the final whistle (the store remains open during the match).

Store opening times for midweek fixtures is 9am until kick off and then for approximately 30 minutes after the final whistle (the store will close at kick off for cup games and not re-open after the match unless stated otherwise).

Contact the Club Shop on **01204 673 650** or **shop@bwfc.co.uk** for more information. To visit the Club Shop online please visit **www.bwfcdirect.co.uk**.



# FAMILY

Bolton Wanderers Football Club is proud to have been awarded a Silver EFL Family Excellence Award! This demonstrates our commitment to ensuring our young fans, and their families have the best possible experience when visiting the Toughsheet Community Stadium. We understand the importance of providing a safe, fun and engaging match day experience and therefore have areas of the stadium that have been designed with the next generation of Wanderers in mind!



## CARRS PASTIES FAMILY STAND (NORTH UPPER)

The upper tier in our North stand is our dedicated family stand. Here you can buy family tickets that will save you money on a group booking. We ask that to buy tickets in this area on a match-by-match basis that you have at least one under 18 in your party.

The concourse in the North Upper is designed with families in mind, you can find our Gaming Station which features four Playstation 5's complete with EA Sports FC24 and Philips Evnia gaming TVs. Have your photo taken by our selfie wall and keep your eye out for Lofty!



## THE WELLBEING HUB

The Wellbeing Hub sponsored by Vital Energi is a Warm Space with free refreshments and activities. It is run by the friendly Bolton Wanderers in the Community team who will be on hand to provide information and advice regarding local provision.

GP Health Federation are often in attendance and offer free health checks that include BMI, height and weight, blood pressure and vaccines. For more information including availability, please call BWiC on 01204 673 790.

Family-friendly activities in the Wellbeing Hub include FIFA at the gaming station, arts and crafts, table tennis, early kickoff matches shown on the TV screens, giant board games (such as Connect Four or Snakes and Ladders) and more! Open Saturdays 12:30pm to 2:30pm before a 3pm kick off or 10:00am to 12:00pm before a 12:30pm kickoff.



## THE FAN ZONE

Wanderers' Fan Zone, sponsored by Leasing Options, is situated outside the West Stand near the Nat Lofthouse Statue. It is a place for Wanderers' supporters to get together both pre and post-match in a friendly, relaxed environment to grab a bite of locally-sourced food and to enjoy a drink.

With a capacity of 1,000, the outdoor space is open three hours prior to kick off (from 12pm — 3pm) and one hour after the final whistle on Saturdays (5pm — 6pm). For mid-week games, the Fan Zone is open from 5.30pm and close at 7.45pm (kick-off time).

Live football is shown on a giant screen, plus live entertainment is provided by local artists and Bolton FM. Children can enjoy football on our mini-pitch or play on one of the gaming consoles.

There are plenty of different food and drink options including Lofty's Sweet Shack which is a firm favourite with our younger fans! Please visit the 'Refreshments' section of this guide for more information.



## ONE WANDERERS FAMILY

Our One Wanderers Family' campaign allows supporters to share information and report any incidents of disorder in and around the stadium via a dedicated TEXT number.

If you would like to make report, please TEXT or WhatsApp **07542 850 902**.

## COMING FOR THE FIRST TIME?

If a child in your party is attending their first home game at Toughsheet Community Stadium, they can pick up their very own personalized first match certificate for free from the BWFC Ticket Office. Please email [tickets@bwfc.co.uk](mailto:tickets@bwfc.co.uk) for more information.

## VISITING WITH A BABY OR TODDLER?

Babies and toddlers are welcome at the Stadium. Please note that they must have a valid match ticket and seat allocated seat. All four corner tunnels have accessible toilets and within these are baby-changing facilities. In our Hospitality areas, baby-changing facilities can be found in the 1877 Suite, Lion of Vienna Suite, Platinum suite and Wanderers Suite. Please ask a member of staff if you need any directions.





Sponsored by  
**CARRS**  
Pasties

Open to Wanderers aged 0-17 years, the membership offers young fans the chance to get closer to the club they love.

Membership costs £25 for the season and offers exclusive access to benefits, discounts and exciting experiences including:

- Personalised welcome letter and membership card.
- Free entry to the Junior Whites Halloween & Christmas Parties.
- 10% discount on BWFC coaching holiday courses via Bolton Wanderers in the Community.
- 5% discount on BWitC Mascot Packages & Matchday Birthday Parties.
- Ticket discount for selected home league matches

## Four home games free, plus birthday parties with BWitC

To register your interest and enquire about Birthday Party packages, please visit <https://www.bwffc.org.uk>

Free access to four home league games during the 2026/27 season when attending with an accompanying adult paying a special reduced price of just £15.00 for a ticket (existing adult season ticket holders would not need to pay the additional £15).

You can also follow all-things Junior Whites on social media at [@BWJuniorWhites](https://twitter.com/BWJuniorWhites).

Alternatively, please contact the Ticket Office on **01204 328 888** or email [juniorwhites@bwffc.co.uk](mailto:juniorwhites@bwffc.co.uk)

Junior supporters with a 2026/27 Season Ticket will also benefit from many features of our Junior Whites membership scheme, including free access to all Junior Whites events!

# SIGN UP TODAY AT **BWFC.CO.UK**



# TOP TIPS

1. Check the weather before you leave for the game and dress accordingly as you will be outside in the open air for the match.
2. If this is your first football match you will need to understand that it can be a very noisy place within a stadium and small children may wish to wear earmuffs.
3. Traffic around the Toughsheet Community Stadium will be heavy so plan your journey to and from the ground. The stadium is well signposted around the local area, Horwich Parkway railway station is situated adjacent to the stadium and is served by regular trains from Bolton, Manchester and Preston (visit [National Rail](#) for times and fares), or you may wish to use our matchday bus service ([click here](#) for more information).
4. Remember that matches with an evening kick off will finish at around 10.00pm so please bear this in mind when attending with young children.
5. If you are travelling with young children, make sure each has an emergency contact number with them in case you become separated. Once at your seats identify the nearest steward (usually located at each entrance to the stand) in case you need assistance for any reason.
6. Customer service representatives can be found wearing yellow jackets on the approaches around the stadium and are there to help you with any enquiries from directions around the ground to ticket on sale dates for upcoming games.
7. There are food kiosks in the ground which are open before the match until just after half time all serving a range of cold and hot drinks and snacks.
8. The club's retail store is open from early morning until 30 minutes after the final whistle giving you plenty of time to purchase your souvenirs. Matchday programmes can be purchased from the club store or inside the ground.
9. Should you have any further enquiries regarding your visit please contact us on **0844 871 2932** or email **[tickets@bwfc.co.uk](mailto:tickets@bwfc.co.uk)** where a member of the team will be happy to provide as much information as possible.



# CONTACT INFORMATION

**Supporter Liaison Officer/ Disability  
Access Officer**

Daniel Scott DDL: **01204 673 652**  
Email: **customerservices@bwfc.co.uk**

**Reception**

Tel: **01204 673 673**  
Email: **reception@bwfc.co.uk**

**Ticket Office**

Tel: **01204 328 888**  
Email: **tickets@bwfc.co.uk**

**Junior Whites**

Tel: **01204 328 888**  
Email: **juniorwhites@bwfc.co.uk**

**Hospitality**

Tel: **01204 673 761**  
Email: **clubbolton@bwfc.co.uk**

**Club Shop**

Tel: **01204 673650**  
Email: **shop@bwfc.co.uk**  
Website: **www.bwfcdirect.co.uk**





# HOME SUPPORTERS

2026 / 27 GUIDE

